



Beyond the Cloud:

Optimizing Digital Transformation

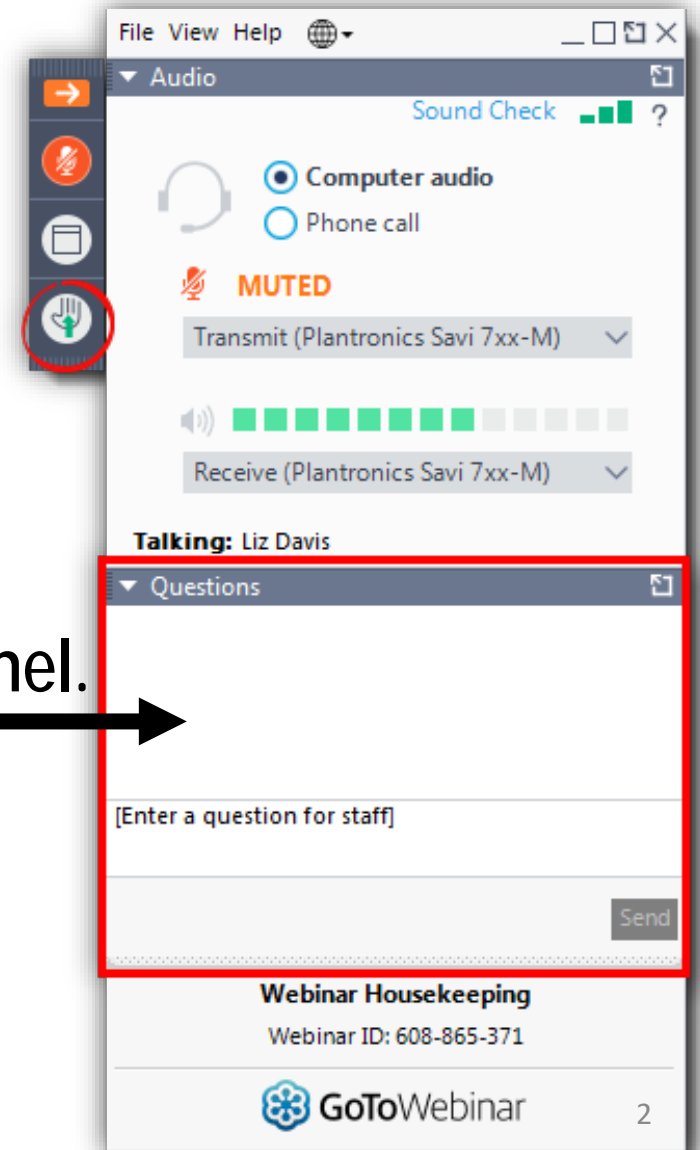


Housekeeping



Today's web seminar is being recorded.

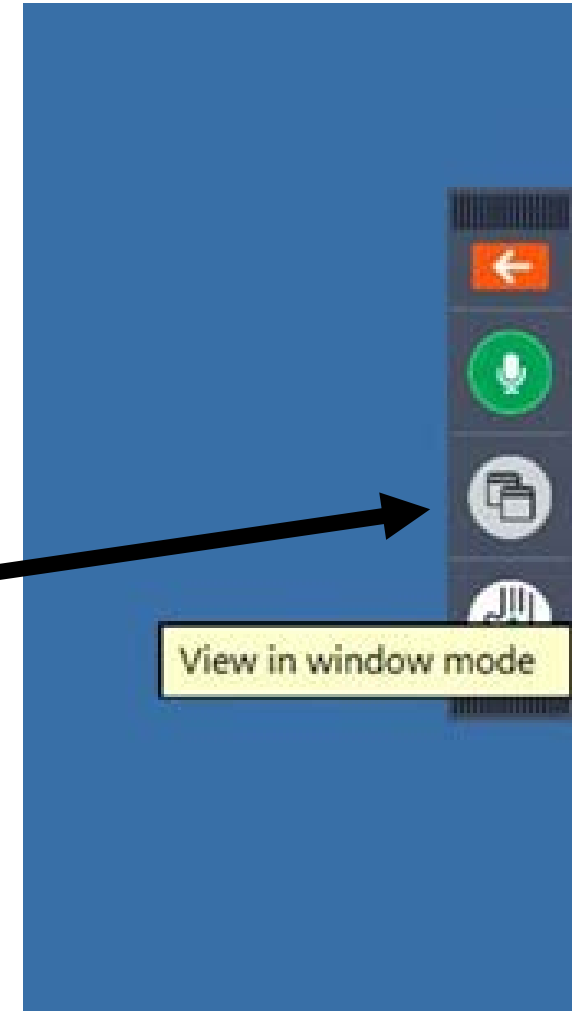
All questions should be submitted via the Questions Panel.



Polling

If viewing the webinar in FULL SCREEN MODE, you will need to convert your screen to VIEW IN WINDOW MODE for the polling.

On your attendee control panel, the 2nd button will convert your screen



Speakers



Moderator:
Joe Franco CLFP
Sr. Sales Executive



Sarah Hubbard
Senior Enterprise Strategist;
Managed Services



Jeff Boots
Senior Business Solutions
Consultant, Ambit Asset Finance



FIS Global: A leader in technology and services for merchants, banks and capital markets across the globe.

\$9t

Moved annually
around the globe

75b

Transactions processed
around the globe

20k

Clients

1m

Merchant
locations

1.3b

Cards served worldwide

450

Solutions

57k

Colleagues in 52 countries

198

Operational
facilities worldwide



Serving **60%** of the
top 10 largest merchants



Serving **90%** of the
top 20 private equity firms



Serving **90%** of the
top 50 largest global
banks

Current State of the Industry



Trends

- Transitioning from legacy to digital
- Pandemic changed the way we work
- Industry leaders are forging ahead - "disruption" has been replaced by "the office of the future"



Current State

- Legacy Systems have been placed in the "Cloud"
- Point Solution Vendors permeate the market
- Customer Retention is a key focus



Future State

- Beyond the Cloud
- Challenging your current Technology Roadmap
- The Platform of the Present
- "We can build it, the technology exists"

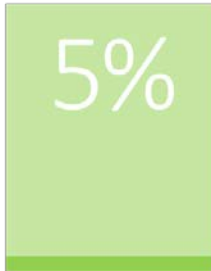
Total Cost Of Ownership

What does the research tell us?



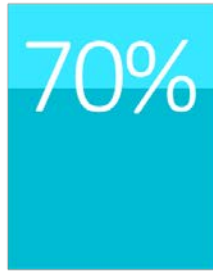
GARTNER

More than 75% of the IT budget is spent on maintaining and running software applications



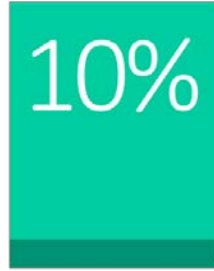
MICROSOFT

The initial purchase price is usually only 5% of the TCO of a program



IDC

Hidden personnel costs can be as high as 70% of the total cost



COMPUTER WEEKLY

Hardware and software costs are a small part of the TCO - typically about 10% over five years

For every \$1 spent on software, research indicates that organisations spend between \$3 and \$19 on infrastructure and people to support it



"IT human capital costs average

3x

the combined hardware, software and data costs"

- Tabb group



"One thing is clear, in the management of any system, people and management is the bulk of the cost" - Bloor Research

50%



Some estimates suggest Indirect Costs can amount to more than 50% of the Total Cost of Ownership

HOW MUCH DOES IT COST IF THE SYSTEM IS DOWN FOR 1 DAY?

WHAT'S THE COST TO THE BUSINESS IF AN INTERFACE FAILS TO RUN?

HOW MUCH DOES IT COST IF THE SYSTEM RUNS SLOWLY AT MONTH-END?

HOW MUCH TIME IS SPENT ON "INFORMAL" SUPPORT?

WHY DIGITAL MATTERS

Digital Transformation is reimagining how enterprises operate and deliver value to customers

93%

Executives believe that digital is critical to achieving their strategic goals

\$2.3^T

Worldwide forecasted spending on technologies and services that enable DX

60%

% of Apple's revenue generated by products that didn't exist 4 years ago

40%

Growth in contactless transactions during the pandemic reported by Mastercard

19%

Asset management firms are currently implementing their digital transformation

44%

Asset management firms either developing their strategy or haven't started

Are you considering a revision of your technology roadmap due to COVID-19?

A dark blue octagonal graphic with a white border, containing the text "AUDIENCE POLL #1".

AUDIENCE
POLL #1

Unlocking Digital Transformation

1

Customer Experience

Evolved companies aren't customer-centric - they're customer experience-centric

2

Operational Agility

Agile enterprises are positioned to rapidly respond to changes in demand

3

Technology Integration

Technology also matters; starting with shedding outdated processes and legacy technology systems

4

Partnership Matters

Choosing the right partner allows you to run at the speed technology



Customer Experience

Evolved companies aren't customer-centric; they're **customer experience-centric**

Customer Experience Centric

High retention rate = Faster growth

5X

more expensive to **acquire new customers** than keeping existing customers

2%

increase in **customer retention** is equal in profit to cutting costs by 10%

Your Most Valuable “Asset”

Client Lifetime Value

CLV helps you understand why it makes sense to invest in keeping your customers.

Consistently providing value back to your clients over the lifetime of the relationship

Shifting Customer Expectations

Predominately Online

Omnichannel Experiences

Automation

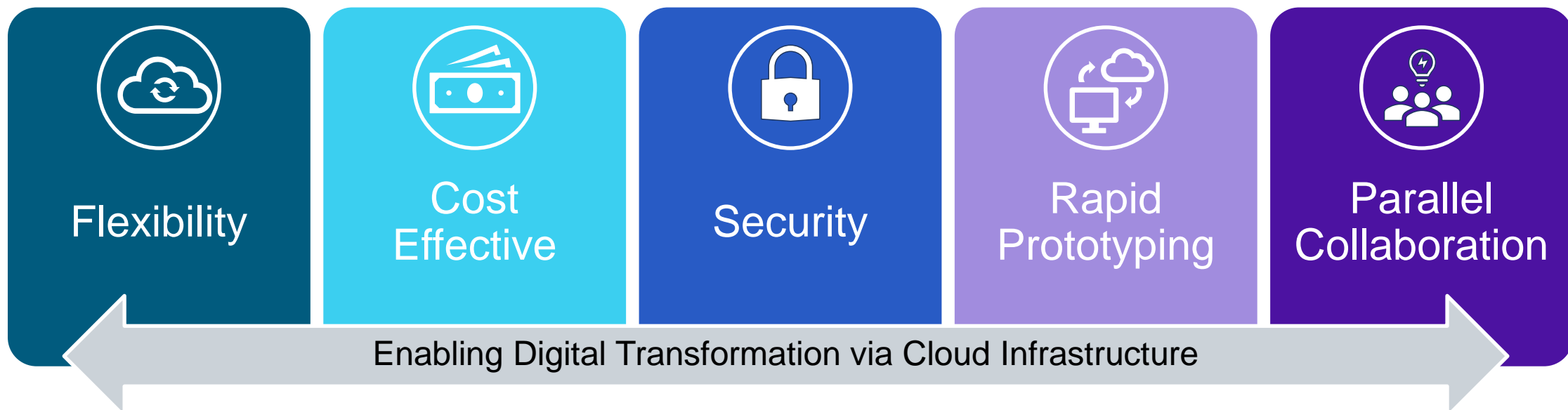
Self Service



Operational Agility

Agile enterprises are positioned to **rapidly respond** to changes in demand and operate at **the speed of technology**

To evolve with the rapid pace of digital change today, enterprises must work to increase efficiency with technology



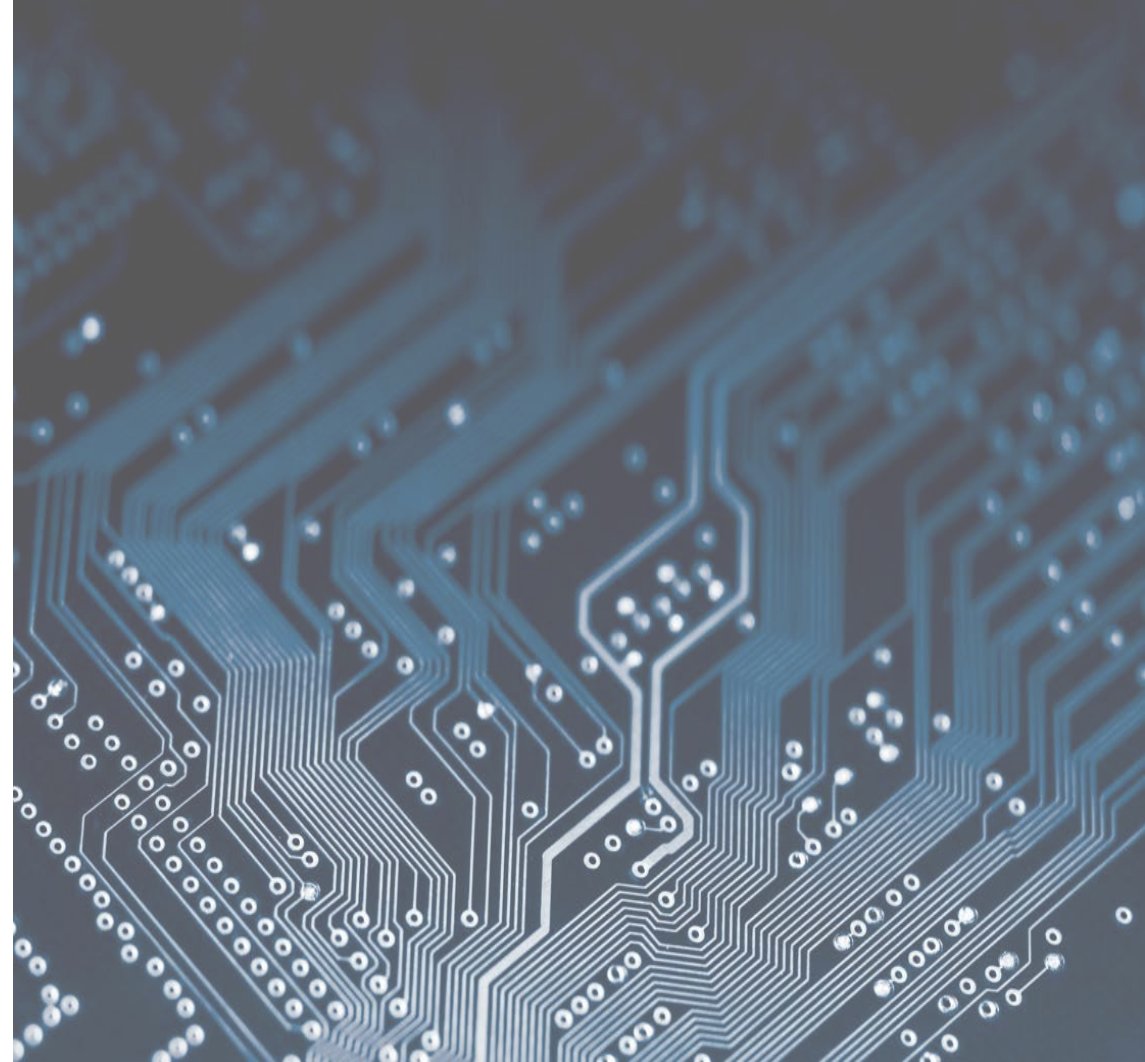


Technology Integration

Technology also matters; starting with shedding **outdated processes** and **legacy technology systems**

Key Considerations related to Legacy Technology

- **Old systems are budget killers**
- **Everything new is built in the cloud**
- **Missing out on technology's full potential**
- **Talent issues pose a risk**
- **The need for speed to market**



What is more important to your company?

A dark blue octagonal sign with a white border, containing the text "AUDIENCE POLL #2" in white capital letters.

AUDIENCE
POLL #2



Partnership Matters

Choosing the right partner allows you to **run at the speed technology**

Industry
Expertise

Security &
Compliance

Resource
Allocation

Total Cost of
Ownership

DELIVERING ON DIGITAL

Beyond the Cloud – The Future Model

Single vendor model to manage a **single SLA framework** between **both** the **technical and functional** aspects of your solution with **application centric SLAs** including application availability and incident response.

- ✓ Cloud services are **built from the ground up** to run, support & maintain your application ensuring that you get the most out of your investment.
- ✓ Your partner provides **security and accountability** for all our Cloud services and **embedded disaster recovery**



Accelerate Project
Timeline

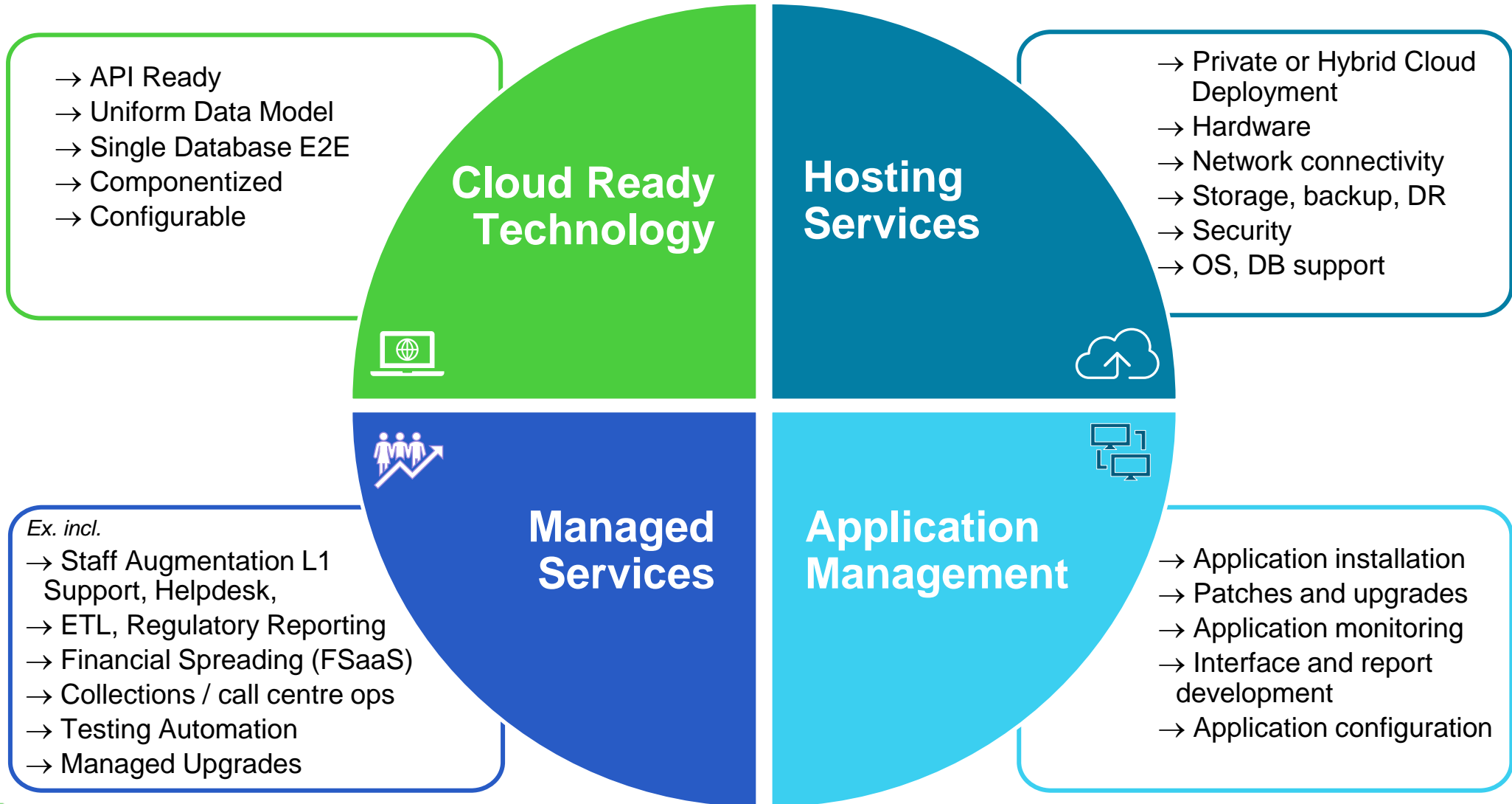


Optimal Availability
& Business Continuity



Focus on your business

The Digital Ecosystem Beyond the Cloud



Componentized Services

Focus on your core – partner where it makes sense

Call Center
Services
(BPM)

Data Services
(DaaS)

Financial
Spreading as
a Service
(FSaaS)

Remote
Managed
Services
(RMS)

Risk
Reporting
as a Service
(RRaaS)

Managed
Upgrade
Service
(MUS)

Testing as a
Service
(TaaS)

Digital Transformation in Action: Testing & Upgrades

Key Challenges Related to Testing

Limited testing capacity and **resource bandwidth**

Limited upfront **test planning and strategy**, typically due to inexperience and bandwidth

Manual testing and low regression coverage

Lack of up-to-date **system & business process knowledge**

Limited **non-functional testing**, includes performance, batch & reconciliation

Managing issues, when identified, including triage, patches and re-testing

The Solution: Testing Automation

Embedding Client Scenario Testing Within the Software Development Cycle

Continuous 24/7 automated client regression testing

Client specific business scenarios, interfaces, batch, user load performance & upgrade testing

All issues are **promptly looped back** to the Development Center

Testing scope **evolves alongside the Client requirements** over time

Ongoing engagement with a dedicated service representative, issues and milestones are reviewed on a fortnightly basis

Are you considering outside servicing for any aspect of your business?

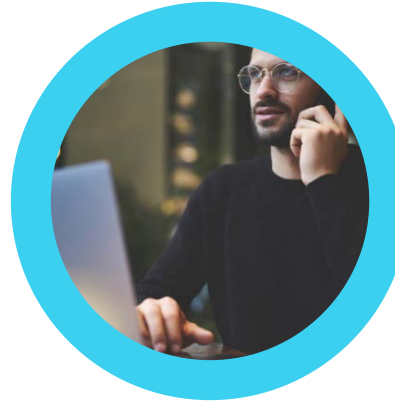
A dark blue octagonal graphic with a white border, containing the text "AUDIENCE POLL #3".

AUDIENCE
POLL #3

Lessors: Broad capabilities through managed services and modern technology that enable you to focus on your strengths



Customers: A unified approach that delivers excellence in solutions, transforming the commercial model into one more aligned with the consumer experience



Partners: Frictionless transactions that make doing business with you fast, easy and the only option your partners need



Setting you on a modern path forward

Solving tomorrow's problems with yesterday's technology is holding you back

The Future is Now

1

**Customer
Experience**

2

**Operational
Agility**

3

**Technology
Integration**

4

**Partnership
Matters**

PLAN FOR YOUR "FUTURE" OFFICE TODAY





This web seminar has been recorded and will be available, along with the slides, on the ELFA website.



To request a certificate for CPE, please contact Emily Winkler at ewinkler@elfaonline.org.



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